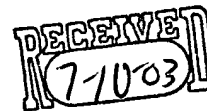


PAUL D. HEYDON • PATENT ATTORNEY

3004 NACOGDOCHES ROAD
SAN ANTONIO • TEXAS 78217
210 • 930 • 4300
210 • 804 • 1298 FAX



3

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Paul D. Heydon

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RE: CHANGE OF CORRESPONDENCE ADDRESS in Docket No. AUS920010918US1. Application No. 10/015,290. Art Unit 2123. Filing date 12/17/2001

A change of address is being made regarding the application of:

First named inventor: Carl Phillip Gusler

For: Employing Speech Recognition and Capturing Customer Speech to Improve Customer Service

Please note my new office address at the top of this page. I may be reached by telephone at:
210 - 930 - 4300.

Respectfully submitted,

Paul D. Heydon
Reg. No. 46,769

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